

Towards a Service Portfolio Management Framework

Thomas Kohlborn, Erwin Fielt, Axel Korthaus, Michael Rosemann
School of Information Technology
Faculty of Science and Technology
Queensland University of Technology
Brisbane, Queensland

Email: t.kohlborn@qut.edu.au, e.fielt@qut.edu.au, axel.korthaus@qut.edu.au, m.rosemann@qut.edu.au

Abstract

Services in the form of business services or IT-enabled (Web) Services have become a corporate asset of high interest in striving towards the agile organisation. However, while the design and management of a single service is widely studied and well understood, little is known about how a set of services can be managed. This gap motivated this paper, in which we explore the concept of Service Portfolio Management. In particular, we propose a Service Portfolio Management Framework that explicates service portfolio goals, tasks, governance issues, methods and enablers. The Service Portfolio Management Framework is based upon a thorough analysis and consolidation of existing, well-established portfolio management approaches. From an academic point of view, the Service Portfolio Management Framework can be positioned as an extension of portfolio management conceptualisations in the area of service management. Based on the framework, possible directions for future research are provided. From a practical point of view, the Service Portfolio Management Framework provides an organisation with a novel approach to managing its emerging service portfolios.